

State of California  
**DUTY STATEMENT**



California Department of  
**State Hospitals**

SH3002 (Rev. 02/2020)

RPA Control No.#		C&P Analyst Approval		Date
Employee Name		Division Department of State Hospitals-Metropolitan		
Position No / Agency-Unit-Class-Serial		Unit Administration		
Class Title Hospital Administrative Resident II		Location General Services		
SUBJECT TO CONFLICT OF INTEREST <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		CBID	WORK WEEK GROUP	PAY DIFFERENTIAL
				OTHER

BRIEFLY (1 or 2 Sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under the direction of the Staff Services Manager II, the Hospital Administrative Resident (HAR II) serves as department head over the General Services support services. Assist in planning, coordinating, and directing management support activities of a state hospital program. Assignments include supervision of several non-clinical support activities as well as involvement in major state hospital administrative improvement projects.

% OF TIME PERFORMING DUTIES	INDICATE THE DUTIES AND RESPONSIBILITIES ASSIGNED TO THE POSITION AND THE PERCENTAGE OF TIME SPENT ON EACH. GROUP RELATED TASKS UNDER THE SAME PERCENTAGE WITH THE HIGHEST PERCENTAGE FIRST; PERCENTAGE MUST TOTAL 100%. (Use additional sheet if necessary.)
45%	<p><b><u>ESSENTIAL FUNCTIONS</u></b></p> <p><b><u>Administration and Supervision</u></b></p> <ul style="list-style-type: none"> <li>Oversees the planning and implementation of department policies and procedures for the General Services departments of Housekeeping, Property, Print Shop, Transportation, Fashion Center, Warehouse, Laundry, and the Mailroom.</li> <li>Allocates annual budget for the departments and monitors expenditures.</li> <li>Performs problem solving and troubleshooting of department activities to assure effective and efficient use of resources and staff.</li> <li>Evaluates the effectiveness of each department's operation annually through a quality improvement process.</li> <li>Prepares reports as assigned and ensures accuracy, completion and timely submission.</li> <li>Makes recommendations and reports findings of assignments to the Staff Services Manager II. May represent the Staff Services Manager II in committee meetings and serves as liaison on policy matters.</li> <li>Upholds and enforces the EEO &amp; Workplace Violence, Administrative Directive of Metropolitan State Hospital.</li> </ul>
30%	<p><b><u>Delivery of Services</u></b></p> <ul style="list-style-type: none"> <li>Assures that all departments supervised meet applicable statutes, regulations, and policies of the Hospital, Department, and relevant governmental agencies, as well as, State Licensing (Title 22), Joint Commission Accreditation on Healthcare Organization (JCAHO), California Occupational Safety and Hazard Administration (CAL-OSHA) and any other agency General Services must interact with.</li> <li>Maintains effective liaison with other state/local agencies, as needed by the departments.</li> <li>Maintains and promotes effective communication and working relationship with.....</li> <li>Promotes effective and efficient delivery of services, develops effective lines of communications amongst various Hospital departments and promotes positive staff morale.</li> <li>Conducts routine meetings with department heads and staff to determine current or future needs and provide updated information regarding relevant issues.</li> <li>Anticipates and/or develops training staff for current &amp; future work assignments.</li> </ul>

20 %

**Personnel Management and Supervision**

- Directly supervises the Hospital General Services Administrators and their various departments and reviews performance.
- Assures the department supervisors conform to bargaining unit contracts and affirmative action guidelines.
- Recruits, selects, and oversees allocation of personnel in coordination with department managers.
- Mentors staff, providing opportunities for staff development and upward mobility.
- Participates in the recruitment, interview, selection and orientation of new staff.
- Completes probationary and IDPs for staff, along with progressive disciplinary process and any other administrative response for General Services.

5 %

**MARGINAL FUNCTIONS**

All other duties as assigned

Other  
Information

**SUPERVISION RECEIVED**

Under the direction of the Staff Services Manager II

**SUPERVISION EXERCISED**

Two (2) Hospital General Services Administrators (HGSA I)  
One (1) Automotive Pool Manager (APM II)

**KNOWLEDGE AND ABILITIES**

**Knowledge of:** Principles, practices and trends of State business administration as a Staff Services Manager I for General Services and its duties, functions, responsibilities for Metropolitan State Hospital. Also, with the management and supporting General Services staff providing services such as purchasing, contracts, managing budgets, hiring personnel, supervision provided by the various General Services departments of Laundry, Housekeeping, Fashion Center, Mail Room, Print Shop, Main Warehouse, Transportation and Property.

**Ability to:** Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems of a California State Hospital; develop and evaluate alternatives to problems or issues as they arise within the General Services; analyze data and present ideas and information effectively both orally and in writing; consult with and advise Metropolitan State Hospital administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the regular course of work. Independently interpret and use reference material; give and follow direction; design and prepare tables, spreadsheets, and charts; operate a computer keyboard/terminal; organize and prioritize work; create/draft correspondence; act as a team or conference leader and appear before Metropolitan State Hospital management, supervisors and other committees.

**SPECIAL REQUIREMENT**

**Ability to:**

**REQUIRED COMPETENCIES**

**PHYSICAL**

The incumbent must possess the necessary physical, mental and cognitive abilities to perform the highly specialized work needed to carry out the essential duties of the position. This includes but is not limited to working with computer software and hardware, bending, stooping, twisting,

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walking on irregular surfaces, pushing and pulling up to 25 pounds, lifting and carrying up to 25 pounds, and repetitive fine motor and hand motion.

### **SAFETY**

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards, including infection control.

### **CULTURAL AWARENESS**

Demonstrates awareness to multicultural issues in the workplace, which enables the employee to work effectively.

### **CPR**

Maintains current certification

### **SITE SPECIFIC COMPETENCIES**

- Interact successfully in a team environment.
- Communicate successfully in a diverse community.
- Communicate effectively with individuals from varied experiences, perspectives and backgrounds, which may involve some exposure to aggressive clientele and adversarial conditions.
- Deal with individuals with a range of moods and behaviors in a tactful, congenial, personal matter so as not to alienate or antagonize them.

### **TECHNICAL PROFICIENCY (SITE SPECIFIC)**

- Provide supervisory consultation/direction in disciplinary matters.

### **LICENSE OR CERTIFICATION - not applicable**

### **TRAINING - Training Category = Type II General**

The employee is required to keep current with the completion of all required training.

### **THERAPEUTIC STRATEGIC INTERVENTION (TSI)**

Supports safe working environment; practices the strategies and intervention that promote a therapeutic milieu; applies and demonstrates knowledge of correct methods in the management of assaultive behavior. Training provided during new employee orientation.

### **PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION**

Maintains and safeguards the privacy and security of patients' protected health information (PIH) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

### **INFECTION CONTROL**

Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

### **WORKING CONDITIONS**

### **EMPLOYEE IS REQUIRED TO:**

- Report to work on time and follow procedures for reporting absences;
  - Maintain a professional appearance;
  - Appropriately maintain cooperative, professional, and effective interactions with employees, patients/clients, and the public.
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- Comply with hospital policies and procedures.

All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and can safely perform their essential job functions.

Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times.

The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights).

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

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